

Summary of Services Provided and Conditions That May be Encountered

Service provided / Condition Encountered	Cox Digital Voice	Verizon (POTS) Traditional	Verizon POTS via FTTP	Verizon VoiceWing
VOIP Based?	NO	NO	NO	Yes. Customer must have broadband.
If the power fails in my house is there a backup battery located inside my house that will provide power for me to make a call from a standard phone?* Backup hours available?	Yes, back-up power is supplied for 4 to 8 hours to customers with a battery -- or IVP -- in their home	Not Applicable Powered by Central Office	YES Up to 8 hours	NO
If the power fails in my house, does the provider supply external power for me to make a call from a standard phone?* Hours of backup should provider power also fail (Hrs).	Yes, back-up power is supplied via a generator for customers with external power sources	YES	No, but the battery backup supplies up to 8 hours	NO
If power fails in the home, can 911 be called?*	Yes, while provider power lasts	YES	YES Up to 8 hours	NO
E911 Capability*(emergency operator can locate where I am calling from)	YES	YES	YES	YES
If Internet broadband service is disabled (not power) can 911 be called?	YES	YES	YES	NO
If provider network is congested, can 911 be called?	YES	YES	YES	YES
Is a Fax Machine Compatible with this service?	YES	YES	YES	Contact Verizon
Under what conditions will my Medical Alarm dialer not operate?	Full system failure	Contact Verizon	Contact Verizon	Contact Verizon
Under what conditions will my Home Alarm not operate with this service?	Full system failure	Contact Verizon	Contact Verizon	Contact Verizon

*If your telephone (for example, cordless phone) usually requires additional power from the household electricity supply (power outlet) to operate, you should be aware that if there is a power failure in your home your telephone may not work. It is best to keep a traditional or "standard" telephone handy that can be used during such circumstances that normally only requires to be connected to a telephone jack to operate.